

Numbered Memorandum RM 06-14: "Cohasset Associates Offer to Download 2005 ARMA and AIIM Survey Results"

The attached is forwarded for information only. No comment is required.

DATE: December, 2005
TO: Past MER Conference Registrants
FROM: Robert F. Williams

SUBJECT: Availability of latest Cohasset ARMA AIIM Electronic
Records Management and White Paper

As someone who is very interested in the management of electronic records, I want to share with you the availability of the 2005 Cohasset ARMA AIIM Electronic Records Management Survey - A Renewed Call to Action.

The complete 65 page White Paper can be downloaded without charge at Cohasset's MERresource portal:

<http://www.merresource.com/whitepapers/survey.htm>

This is the fourth data point for this bi-annual survey. Accordingly, many interesting trends were now able to be identified.

The survey's conclusions are based on the data compiled from more than 2000 respondents in 2005 and a total of more than 3600 in the survey's three previous years - 1999, 2001 and 2002.

Here are this survey's five major conclusions:

1. Most organizations have serious operational problems regarding the processes by which they manage electronic records, one of their most important assets. The findings of Cohasset's earlier surveys continue to be verified in this regard.

2. Where Cohasset's first three surveys defined significant ongoing problems, this year's results detail real progress for the first time - which future survey will hopefully confirm was the beginning of a "tuning tide." This inaugural process must not overshadow the current reality: major problems remain, they constitute unacceptable risks and their resolution will require a major ongoing commitment.

3. Many of the findings are worse than they otherwise might be because the business functions required to successfully manage electronic records operate in an independent "silo" context. Traditional communications barriers must be broken down and a newfound understanding of the complimentary roles of all the stakeholders must take their place.

4. The number and magnitude of organizational and operational problems reflected in the survey findings collectively create stunning

business risks. Senior management must consider these risks unacceptable to have and untenable to continue.

5. Electronic records issues should be the focus of immediate corrective action, and the integration of electronic records into the organization's records management program should be a priority.

This White Paper, I believe, makes a compelling case for senior management to support major new levels of commitments in bettering the way electronic records are managed, not just on a short term project basis, but on a long term process basis.

I encourage you to download, read and share this White Paper. I trust you will find it informative and beneficial.

I want to thank ARMA International and AIIM International for again co-sponsoring this survey. I also want express my appreciation to Iron Mountain for its support regarding graphical production of the White Paper.

Regards,

Bob

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cc: FYI IT Council